

1 **Amendment to the Claims**

2 **In the Claims:**

3 Please cancel Claims 14 – 47 without prejudice, subject to applicants' right to file a divisional  
4 patent application directed to these claims.

5 Please amend Claims 1, 6, 9, and 11 as follows:

6 1. (Currently Amended) A method for scheduling appointments to do a job, comprising the steps  
7 of:

8 (a) enabling an operator to specify each service and a time dependency of each  
9 service needed to perform the job;

10 (b) enabling an operator to specify a time availability of each resource that can be  
11 used to perform each service needed to perform the job;

12 (c) at a time substantially before the job is actually scheduled, automatically creating  
13 a plurality of proposals that specify when the job might be scheduled during a defined time period, as  
14 a function of each service specified by an operator, and the time dependency of each service specified  
15 by an operator, and the plurality of proposals being created as a function of the time availability of  
16 each resource that can be used to perform each service needed to perform the job specified by an  
17 operator, each proposal indicating a time instance at which the job can be initiated during the defined  
18 time period;

19 (d) enabling person to specify a desired time for starting the job;

20 ~~(d)~~(e) based upon athe desired time for starting the job, automatically selecting one of  
21 the plurality of proposals that was created, to make an appointment for doing the job; and

22 ~~(e)~~(f) automatically revising the plurality of proposals in response to said one of the  
23 plurality of proposals being selected, to accommodate changes in the time availability of resources  
24 that are required to perform said one of the plurality of proposals that was selected, in regard to  
25 proposals that have not yet been selected.

26 2. (Original) The method of Claim 1, further comprising the step of associating the proposal  
27 with a customer for whom the job is to be done.

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1           3. (Original) The method of Claim 1, wherein the step of automatically creating the plurality of  
2 proposals comprises the steps of automatically searching each of the services needed to perform the job to  
3 identify an availability of each block of time that is:

- 4                   (a)     sufficient in duration to perform the service; and  
5                   (b)     for which resources required to perform the service are available.

6           4. (Original) The method of Claim 3, further comprising the step of associating a job  
7 identification with each block of time that is thus identified.

8           5. (Original) The method of Claim 3, further comprising the step of splitting a block of time  
9 into pieces, to define a proposal having a split time interval in which the job can be performed.

10          6. (Currently Amended) The method of Claim 1, further comprising the step of ~~assigning~~  
11 enabling an operator to assign different priorities to at least some of the resources, so that a resource  
12 assigned a lower priority is used prior to a resource assigned a higher priority, when selecting said  
13 one of the plurality of proposals to schedule the appointment.

14          7. (Original) The method of Claim 1, wherein the step of specifying the time availability of  
15 each resource includes the step of specifying any block of time in which a resource is unavailable to  
16 perform a service during the defined time period.

17          8. (Original) The method of Claim 1, wherein the step of selecting one of the plurality of  
18 proposals comprises the step of balancing usage of the resources that can be used to perform the  
19 services needed to perform the job.

20          9. (Currently Amended) The method of Claim 1, wherein a plurality of the services needed  
21 to perform the job are carried out sequentially, with a first service being completed before a second  
22 service can be begin.

23          10. (Original) The method of Claim 1, wherein a plurality of the services needed to perform  
24 the job are carried out in parallel, with a first service being completed while a second service is also  
25 being done.

26          11. (Currently Amended) The method of Claim 1, wherein the step of automatically creating  
27 the plurality of proposals is completed at a time substantially before the step of automatically  
28 selecting is carried out.

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1           12. (Original) The method of Claim 1, further comprising the step of repeating steps (a)  
2 through (b) for each of a plurality of additional jobs, to enable scheduling of appointments to the  
3 additional jobs.

4           13. (Original) The method of Claim 1, further comprising the step of enabling an  
5 appointment to be canceled, and in response thereto, automatically revising the plurality of proposals,  
6 to accommodate changes in the time availability of resources that were previously required to  
7 perform said one of the plurality of proposals corresponding to the appointment that was canceled,  
8 making the resources available for other appointments.

9           Claims 14 – 47. (Currently Canceled)